WatchGuard XTM 8 Series

Hardware Guide

XTM 810, 820, 830, 830-F

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ABOUT WATCHGUARD

WatchGuard offers affordable, all-in-one network and content security solutions that provide defense-in-depth and help meet regulatory compliance requirements. The WatchGuard XTM line combines firewall, VPN, GAV, IPS, spam blocking and URL filtering to protect your network from spam, viruses, malware, and intrusions. The new XCS line offers email and web content security combined with data loss prevention. WatchGuard extensible solutions scale to offer right-sized security ranging from small businesses to enterprises with 10,000+ employees. WatchGuard builds simple, reliable, and robust security appliances featuring fast implementation and comprehensive management and reporting tools. Enterprises throughout the world rely on our signature red boxes to maximize security without sacrificing efficiency and productivity.

For more information, please call 206.613.6600 or visit www.watchguard.com.

ADDRESS

505 Fifth Avenue South
Suite 500
Seattle, WA 98104

SUPPORT

www.watchguard.com/support
U.S. and Canada +877.232.3531
All Other Countries +1.206.521.3575

SALES

U.S. and Canada +1.800.734.9905
All Other Countries +1.206.613.0895

Hardware Specifications

WatchGuard® XTM security appliances deliver unparalleled unified threat management, superior performance, ease of use, and value for your growing network. Our security subscriptions give you fully integrated protection from spyware, spam, viruses, worms, trojans, web-based exploits, and blended threats. From firewall and VPN protection to secure remote access, WatchGuard XTM devices support a broad range of network environments.

This guide introduces the XTM 8 Series, a series of RoHS-compliant (lead-free) hardware products offered by WatchGuard.

WatchGuard's XTM 8 Series devices use dynamic, multi-layered security to proactively protect your network. The XTM 8 Series has the reliability, redundancy, traffic management, and interface density that demanding, high-speed networks require.

You can upgrade an XTM 8 Series device to a higher model in the XTM 8 Series line for more capacity and performance with a simple software license key.

Fireware XTM OS

XTM 8 Series devices support WatchGuard's next generation UTM OS—Fireware® XTM. Each XTM 8 Series device includes Fireware XTM with a Pro upgrade and delivers exceptional protection against today's sophisticated threats to make sure that your business stays connected. Fireware XTM with a Pro upgrade offers additional advanced networking capabilities. For more information on the features of the Fireware XTM OS, see the current *Fireware XTM WatchGuard System Manager Help* or *Fireware XTM Web UI Help*.

Package Contents

- CD-ROM with this *Hardware Guide*
- XTM 8 Series appliance
- *Quick Start Guide*
- Hardware warranty card
- LiveSecurity® Service activation card
- 1 straight-through Ethernet cable (green)
- 1 cross-over Ethernet cable (red)
- 1 serial cable with a DB9 connector
- 1 power cord
- 4 rubber pads for the bottom of the device
- 1 rack-mounting kit

About Your Hardware

Hardware Specifications

	XTM 8 Series
Processor	2 .66 GHz Quad Core
Memory: Flash	1 GB
Memory: RAM	2 GB
Power supply	100–240 VAC Autosensing
Dimensions	D=16″ (40.6 cm) W=17″ (43.2 cm) H=1.75″ (4.4 cm)
Weight	13.1 lbs (5.96 Kg)

Interface Specifications

Network interfaces XTM 810, 820, 830	10x GbE Copper RJ45, 1000Base-T, 100Base-TX, or 10 Base-T (10/100/1000Mbps)
Network interfaces XTM 830-F	▪ 6x GbE Copper RJ45, 1000Base-T, 100Base-TX, or 10 Base-T (10/100/1000Mbps) ▪ 4x GbE SFP o Includes 4x1000BaseSX Optical Transceivers o 850 nm Vertical Cavity Surface Emitting Laser (VCSEL) o LC-Duplex Fiber Connector
I/O interfaces	▪ 2 USB ▪ 1 DB9 serial

Environmental Requirements

To safely install your XTM 8 Series device, we recommend that you:

- Install it in a network rack
- Put it in a secure area, such as a locked room, to keep the device from people who do not have permission to use it
- Connect it to a conditioned power supply to prevent damage from sudden power changes

Other environmental requirements:

Operating temperature	0 – 45°C (32 – 113°F)
Operating relative humidity	10% - 85% Non-condensing
Non-operating temperature	–40 – 70°C (–40 – 158°F)
Non-operating relative humidity	10% – 95% Non-condensing

Hardware Description

Front View

The front of the device.

A close-up of the front right side of the device.

LCD indicator panel
Device status information appears on the LCD screen. Press the buttons below the screen to change the information that appears on the screen.

For more information, see “Use the LCD Interface” on page 9.

LCD console buttons
Press the LCD console buttons to see status information and start recovery procedures.

To boot the device in safe mode, press and hold the down arrow button when you power on the device.

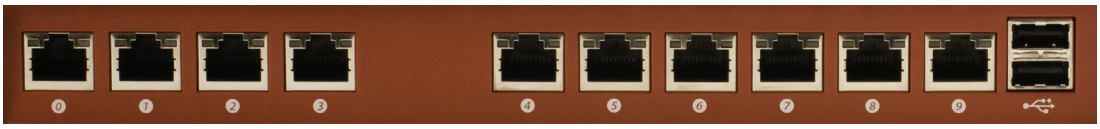
For detailed information about the LCD indicator panel and the LCD console buttons, see “Use the LCD Interface” on page 9.

Power (⏻)
When the device is powered on, the power indicator is green.

Arm/Disarm
When the device is armed, this indicator is green. When the device is disarmed, this indicator is red.

Storage (⛁)
When there is activity on the compact flash, this indicator is yellow.

All interfaces are on the front of the device.



From the left, the indicators and connectors are:

Network interfaces — XTM 810, 820, 830

XTM 8 Series devices have a total of 10 network interfaces. The network interfaces have standard RJ45 connectors and are labeled 0, 1,2, 3…9.

Network interfaces — XTM 830-F (not shown)

The four network interfaces on the left have fiber connectors and are labeled 0,1,2, 3. The six interfaces on the right have standard RJ45 connectors and are labeled 4, 5, 6, 7, 8, 9.

Indicators for RJ45 interfaces

At the top of each labeled RJ45 interface, there is a pair of indicators. The indicator at the left of the interface is the activity indicator for that interface. The indicator at the right shows the connection speed for that interface.

Indicator	Indicator color	Interface Status
Activity (upper left)	Yellow	Power on, connection established
	Not lit	Power off, no connections
	Blinks (speed of blink increases as the data flow increases)	Data sent and received
Connection Speed (upper right)	Not lit	Operates at 10 Mbps
	Green	Operates at 100 Mbps
	Yellow	Operates at 1000 Mbps

Activity indicator on fiber interfaces

On the XTM 830-F, the network interfaces numbered 0–3 are fiber interfaces. Each fiber interface has an activity indicator, but the location of the activity indicator is different from the location of the activity indicator for interfaces 4–11.

Interface	Indicator Location
0	At the top, between interfaces 0 and 1
1	At the bottom, between interfaces 0 and 1
2	At the top, between interfaces 2 and 3
3	At the bottom, between interfaces 2 and 3

Indicator Color	Indicator Behavior
Yellow	Power on, connection established
Blinks	Data sent and received

Dual USB interface
Connect a USB storage device to use for USB backup and restore, or to store a support snapshot.

For more information about USB functions, see the *Fireware XTM WatchGuard System Manager Help* or *Fireware XTM Web UI Help*.

Rear View

The AC receptacle, power switch, fans, and serial interface are on the rear of the device.

AC receptacle
Accepts a detachable AC power cord supplied with the device. The power supply for the device is a WatchGuard standard auto-sensing AC power supply.

Power switch
Controls the power supplied to the device.

Caution
You must always disconnect the power supply before you remove the cover of the XTM 8 Series device.

Fans
The four fans decrease the internal temperature of the device.

Serial interface (Console)
A DB9 connector for the serial interface.

Rack Mount Instructions

Each WatchGuard XTM 8 Series device is shipped with a rack mount kit. When you install the XTM 8 Series device in a rack, make sure you consider:

Elevated Operating Ambient Temperature
If you install the XTM 8 Series device in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment could be greater than the ambient temperature of the room. The XTM 8 Series device is certified to operate correctly between 32–113°F (0–45°C).

Reduced Air Flow
When you install the XTM 8 Series device in a rack, make sure that the amount of air flow required for safe operation of the equipment is not compromised.

Mechanical Loading
When you mount the XTM 8 Series device in the rack, avoid hazardous conditions caused by uneven mechanical loading.

Circuit Overloading
Make sure you connect the XTM 8 Series device to the power supply circuit to make sure there is no overloading of the circuits, and no impact on overcurrent protection and supply wiring.

Reliable Grounding
Make sure all rack-mounted equipment is correctly grounded. For example, use power strips instead of direct connections to the branch circuit.

Safety Notices

All WatchGuard products are designed and tested to meet strict safety requirements. These requirements include product safety approvals and other global compliance standards. Read these instructions carefully before you operate the product, and refer to them as needed for continued safe operation of your product.

Product Safety Certification

The WatchGuard product is safety certified for these standards:

- CAN/CSA C22.2 No.60950-1-07
- IEC 60950-1, Second Edition
- UL 60950-1, Second Edition

Safety Warning

- Do not place objects on the power cord.
- Do not obstruct the ventilation openings. These openings prevent overheating of the XTM device.
- Never push objects of any kind into slots or openings on this equipment. If you make contact with a voltage point or short out a part, it can result in fire or electrical shock.
- If the equipment is supplied with a three-conductor AC power cable, the power cable must be plugged in to an approved three-contact electrical outlet with the grounding wire connected to an electrical ground (safety ground) at the power outlet.
- When you remove or install an appliance, follow the general installation safety instructions provided in this Hardware Guide to avoid injury or damage to the device.
- The lithium battery used in the security appliance may not be replaced by the user. Return the appliance to a WatchGuard authorized service center for replacement with the same or equivalent type recommended by the manufacturer. If, for any reason, the battery or security appliance must be disposed of, do so following the battery manufacturer's instructions.

Use the LCD Interface

You can use the LCD interface and buttons for different operations.

The XTM 8 Series can operate in two modes:

Normal Mode
This is the normal operating mode for the device. The XTM 8 Series device boots from the Fireware XTM OS and operates with the rules set in the configuration file you have saved to the device.

Safe Mode
In safe mode, you can get access to an XTM 8 Series device when normal access to the device is lost. You can also use safe mode to reset the device passphrases when you do not know them, or have forgotten them. To recover the device when you start it in safe mode, you must use the WSM Quick Setup Wizard or the Web Setup Wizard.

You must put the XTM 8 Series device in safe mode to use the setup wizards. In safe mode, the device runs Fireware XTM and is configured with factory-default IP addresses. When you put the device in safe mode, the license files and certificates are saved. You can then use the saved files if you reconfigure a device with one of the setup wizards.

To put an XTM 8 Series device in safe mode, press and hold the down arrow button on the device front panel when you power on the device. Hold down the button until "Safe Mode Starting" appears on the LCD screen. When the device is in safe mode, the model number followed by the word "Safe" appears on the LCD screen and the factory default IP address for Eth1 is 10.0.1.1/24.

LCD Keypad Button Control

Below the LCD screen, there are four arrow buttons.

Up Arrow
With this button, you can increase the value of a selected item, or move up in a group menu.

Down Arrow
With this button, you can decrease the value of a selected item, or move down in a group menu.

Left Arrow
This is the "selection" or "Enter" button. Press it to confirm your menu selections and select different options.

Right Arrow
Press this button to select fields in the LCD display. You can use it like the "TAB" key in a Windows dialog box.

Use the LCD Interface in Normal Mode

The XTM 8 Series device automatically boots in normal mode, unless you specifically put it in safe mode. To operate, the device uses the installed Fireware XTM OS and the rules in the configuration file you have saved to the device.

You can use the four arrow buttons to see information about the device on the LCD screen. In normal mode, you use the buttons to navigate the hierarchical LCD interface menu.

In normal mode, the LCD interface menu includes these items:

Hardware Monitor

XTM device model number

XTM device serial number

CPU temperature
CPU temperature and system temperature

CPU fan status
Case cooling fan speeds for the four device fans

Voltage
CPU core voltage, the battery voltage, and the 3.3V power supply voltage

Configuration Information
IP addresses and subnet masks assigned to each interface on the device

Default gateway

Appliance Software Information
OS type

Fireware XTM build number

Uptime
Time interval since the device was last restarted

Time interval since a configuration was saved to the device

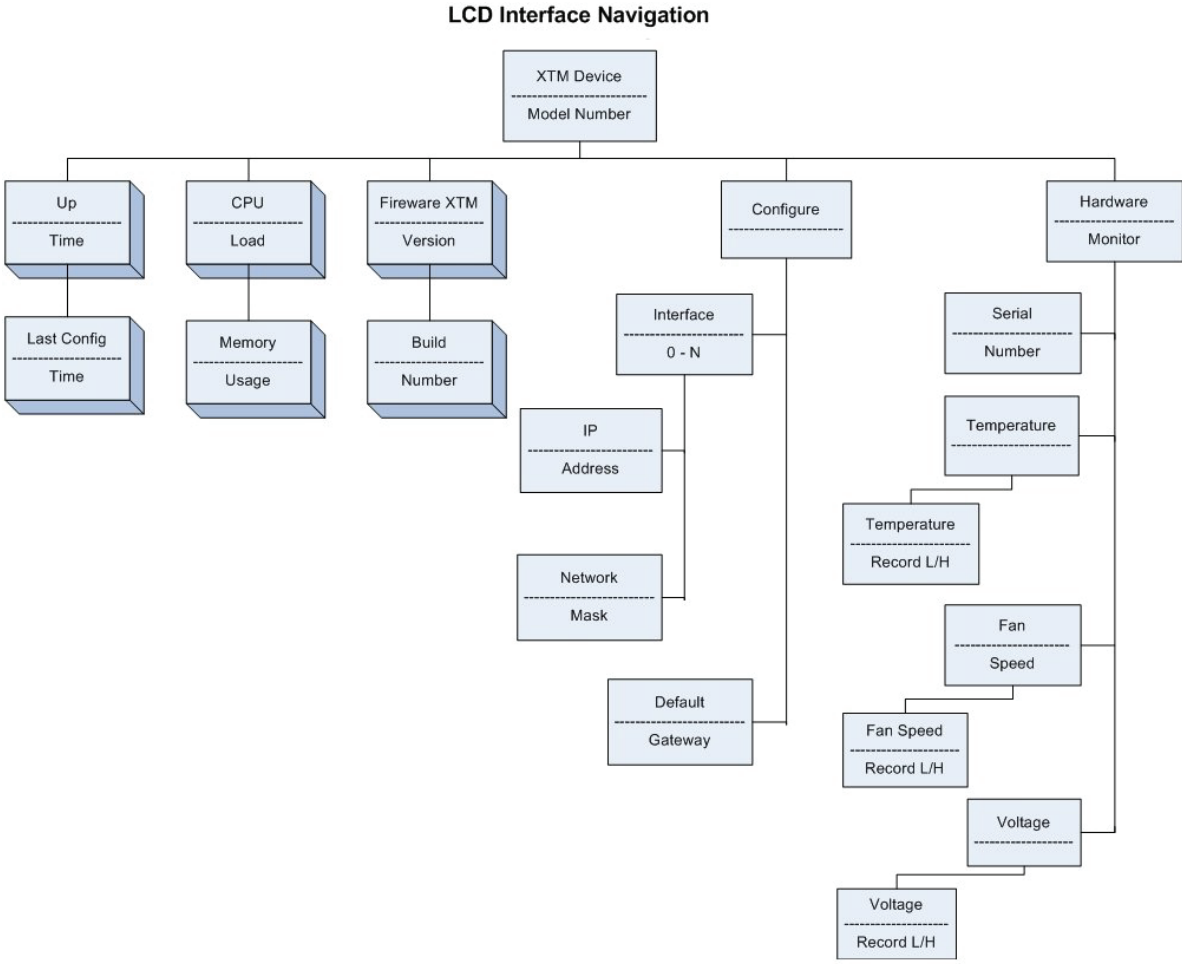
Load
Load average, shows the average system load for the past 1, 5, and 15 minutes

Memory usage
Current memory use on the XTM 8 Series device

To navigate the LCD interface menu:

- To move forward through the list of categories, press the **Right Arrow** button.
- To move up and down in the menu and see information in a category, press the **Up Arrow** and **Down Arrow** buttons.

To stop the auto-cycle of the LCD screen, press any button.



Example

To see the CPU temperature of the XTM 8 Series device on your LCD screen:

1. Press the **Right Arrow** button to scroll through options until **Hardware Monitor** appears.
2. Press the **Down Arrow** button to see the options below that menu item.
3. Press the **Right Arrow** button to scroll through the items in the **Hardware Monitor** menu until **CPU temperature** appears.
4. Press the **Up Arrow** button to return to the main category level.

Legal and Regulatory Information

Limited Hardware Warranty

This Limited Hardware Warranty (the “Warranty”) applies to the enclosed hardware product, not including any associated software, which is licensed pursuant to a separate end-user license agreement and warranty (the “Product”). BY USING THE PRODUCT, YOU (either an individual or a single entity) AGREE TO THE TERMS HEREOF. If you do not agree to these terms, please return this package, along with proof of purchase, to the authorized dealer from which you purchased it for a full refund. WatchGuard Technologies, Inc. (“WatchGuard”) and you agree as set forth below or on the reverse side of this card, as applicable:

1. LIMITED WARRANTY. WatchGuard warrants that upon delivery and for one (1) year thereafter (the "Warranty Period"): (a) the Product will be free from material defects in materials and workmanship, and (b) the Product, when properly installed and used for its intended purpose and in its intended operating environment, will perform substantially in accordance with WatchGuard applicable specifications.

This warranty does not apply to any Product that has been: (i) altered, repaired or modified by any party other than WatchGuard except for the replacement or inclusion of specified components authorized in, and performed in strict accordance with, documentation provided by WatchGuard; or (ii) damaged or destroyed by force majeure events, accidents, power spikes or similar events, or by any intentional, reckless or negligent acts or omissions of any party. You may have additional warranties with respect to the Product from the manufacturers of Product components. However, you agree not to look to WatchGuard for, and hereby release WatchGuard from any liability for, performance of, enforcement of, or damages or other relief on account of, any such warranties or any breach thereof.

2. REMEDIES. If any Product does not comply with the WatchGuard warranties set forth in Section 1 above, WatchGuard will, following the receipt of the product you claim is defective and at its option, either (a) repair the Product, or (b) replace the Product with a like or similar product; provided, that you will be responsible for returning the Product and for all costs of shipping and handling. Repair or replacement of the Product shall not extend the Warranty Period. Any Product, component, part or other item replaced by WatchGuard becomes the property of WatchGuard. WatchGuard shall not be responsible for return of or damage to any software, firmware, information or data contained in, stored on, or integrated with any returned Products.

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5. MISCELLANEOUS PROVISIONS. This Warranty will be governed by the laws of the state of Washington, U.S.A., without reference to its choice of law rules. The provisions of the 1980 United Nations Convention on Contracts for the International Sales of Goods, as amended, shall not apply. You agree not to directly or indirectly transfer the Product or use of the product or associated documentation to any country to which such transfer would be prohibited by the U.S. Export laws and regulations. If any provision of this Warranty is found to be invalid or unenforceable, then the remainder shall have full force and effect and the invalid provision shall be modified or partially enforced to the maximum extent permitted by law to effectuate the purpose of this Warranty. This is the entire agreement between WatchGuard and you relating to the Product, and supersedes any prior purchase order, communications, advertising or representations concerning the Product AND BY USING THE PRODUCT YOU AGREE TO THESE TERMS. IF THE PRODUCT IS BEING USED BY AN ENTITY, THE INDIVIDUAL INDICATING AGREEMENT TO THESE TERMS BY USING THE PRODUCT REPRESENTS AND WARRANTS THAT (A) SUCH INDIVIDUAL IS DULY AUTHORIZED TO ACCEPT THE WARRANTY ON BEHALF OF THE ENTITY AND TO BIND THE ENTITY TO THE TERMS OF THIS WARRANTY; (B) THE ENTITY HAS THE FULL POWER, CORPORATE OR OTHERWISE, TO ENTER INTO THE WARRANTY AND PERFORM ITS OBLIGATIONS UNDER THE WARRANTY AND; (C) THE WARRANTY AND THE PERFORMANCE OF THE ENTITY'S OBLIGATIONS UNDER THE WARRANTY DO NOT VIOLATE ANY THIRD-PARTY AGREEMENT TO WHICH THE ENTITY IS A PARTY. No change or modification of the Warranty will be valid unless it is in writing and is signed by WatchGuard.

Declaration of Conformity

DECLARATION OF CONFORMITY

WatchGuard Technologies, Inc.
505 Fifth Ave. S., Suite 500
Seattle, WA 98104-3892
USA

WatchGuard Technologies Inc. hereby declares that the product(s) listed below conform to the European Union directives and standards identified in this declaration.

Product (s):

Internet Firewall and VPN (Encryption) Network Device, Models NS2BE10 NS2BE6F4.

EU Directive(s):

Low Voltage (2006/95/EC)
Electromagnetic Compatibility (2004/108/EC)

Standard(s):

EN60950-1:2006 Safety of ITE

EN550022:2006	Class A Emissions for ITE
EN61000-3-2:2000 W/A2:05	Harmonics
EN61000-3-3:1995 W/A1:01	Flicker
EN550024:1998 W/A1:01 & A2:03	Immunity for ITE

Signature
Full Name Steve Zirschky
Position Corporate Officer
Date 8 October 2009

FCC Certification

This device has been tested and found to comply with limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions:

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

CE Notice

The CE symbol on your WatchGuard Technologies equipment indicates that it is in compliance with the Electromagnetic Compatibility (EMC) directive and the Low Voltage Directive (LVD) of the European Union (EU).

CE

Industry Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numerique de la classe A respecte toutes les exigences du Reglement sur le materiel broulleur du Canada.

VCCI Notice Class A ITE

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CAUTION: DANGER OF EXPLOSION IF BATTERY IS INCORRECTLY REPLACED. REPLACE ONLY WITH THE SAME OR EQUIVALENT TYPE RECOMMENDED BY THE MANUFACTURER. DISPOSE OF USED BATTERIES ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS.

ATTENTION: IL Y A DANGER D'EXPLOSION S'IL Y A REMPLACEMENT INCORRECT DE LA BATTERIE, REMPLACER UNIQUEMENT AVEC UNE BATTERIE DU MÊME TYPE OU D'UN TYPE ÉQUIVALENT RECOMMANDÉ PAR LE CONSTRUCTEUR. METTRE AU REBUT LES BATTERIES USAGÉES CONFORMÉMENT AUX INSTRUCTIONS DU FABRICANT.

People's Republic of China Electronic Industry Standard

This table is presented in accordance with SJ/T11364-2006, Marking for Control of Pollution Caused by Electronic Information Products, implemented in November 2006.

Management Methods on Control of Pollution From Electronic Information Products
(China RoHS declaration)
產品中有毒有害物質的名稱及含量
Hazardous Substances Table

部件名稱 Parts	有毒有害物質或元素(Hazardous Substance)					
	鉛 (Pb)	汞 (Hg)	鎘 (Cd)	六價鉻 (Cr6+)	多溴聯苯 (PBB)	多溴二苯醚(PBDE)
板金件(Metal)	O	O	O	O	O	O
PCBA 板(PCBA Component)	X	O	O	O	O	O
開關電源(Power supply)	X	O	O	O	O	O
微處理器(CPU)	O	O	O	O	O	O
記憶模組(RAM Module)	X	O	O	O	O	O
風扇(Fan)	X	O	O	O	O	O

○：表示該有毒有害物質在該部件所有均質材料中的含量均在 SJ/T 11363-2006 標準規定的限量要求以下。
○：Indicates that this hazardous substance contained in all homogeneous materials of this part is below the limit requirement in SJ/T 11363-2006.
x：表示該有毒有害物質至少在該部件的某一均質材料中的含量超出 SJ/T 11363-2006 標準規定的限量要求。
x：Indicates that this hazardous substance contained in at least one of the homogeneous materials of this part is above the limit requirement in SJ/T 11363-2006.
對銷售之日的所售產品,本表顯示我公司供應鏈的電子資訊產品可能包含這些物質。注意：在所售產品中可能會也可能不會含有所有所列的部件。
This table shows where these substances may be found in the supply chain of our electronic information products, as of the date of sale of the enclosed product.
Note that some of the component types listed above may or may not be a part of the enclosed product.

RoHS Statement

The member states of the European Union approved directive 2002/95/EC, Restrictions of Hazardous Substances ("RoHS directive"') that became valid on July 1, 2006. It states that all new electrical and electronic equipment put on the market within the member states must not contain certain hazardous materials. The XTM 8 Series complies with the European Union's R0HS directive 2002/95/EC and similar regulations that may be adopted by other countries for European Sales.

WEEE Statement

WEEE is a general set of requirements dictated in the EU Directive 2002/96/EC. This Directive mandated that member EU countries enact regulations governing the Waste of Electrical and Electronic Equipment (WEEE). The Directive, and its individual transpositions into specific country laws and legislation, is aimed at the reduction of WEEE through reuse, recovery, and recycling of WEEE.

WatchGuard is working in partnership with our European Union (EU) distribution partners to ensure that our products are in compliance with the WEEE statutes, and that the recovery of our product per the specific EU country legislative requirements is seamless for our product's end users. If you have a WatchGuard product that is at its end of life and needs to be disposed of, please contact WatchGuard Customer Care Department at:

U.S. Customers: 877.232.3531

International Customers: +1.206.613.0456

WatchGuard is reasonably confident that our products do not contain any substances or hazardous materials presently banned by any legislation, and do not present a risk due to hazardous materials. WEEE recovery professionals should also note that these products do not have any materials that are of particular high value in their individual form.

REACH Certificate of Compliance

The new EU chemicals policy REACH (**R**egistration, **E**valuation, **A**uthorization and restriction of **Ch**emicals) came into effect on June 1st 2007. REACH is Europe's new chemicals legislation, which is applicable in all 27 EU Member States as well as the EFTA European Economic Area (EEA). REACH creates a new system for gathering information, assessing risks to human health and the environment, and authorizing or restricting the marketing and use of chemicals produced or supplied in the EEA. REACH has an impact on EEA producers and importers of finished products and users of chemicals in the course of industrial or professional activities.

WatchGuard supports the overall REACH objective of improving the protection of human health and the environment and will meet all applicable REACH requirements. WatchGuard is strongly committed to working with our customers and supply chain to define and implement the REACH requirements and ensure a smooth transition to compliance.

One of the REACH requirements is that manufacturers and importers have the duty to register substances they are producing or importing. In accordance with the regulations, the products of WatchGuard do not need to be registered for the following reasons:

1. WatchGuard does not import more than 1 metric ton per year of a substance as defined by REACH.
2. WatchGuard products are non-chemical products that are not designed to release any substance under normal and reasonably predictable application.
3. Our products do not contain the listed substances at more than 0.1% by weight of the whole product/part.

Licensing

Some components of the WatchGuard System Manager software are distributed with source code covered under one or more third party or open source licenses. You can find full licensing information in the product documentation on our public web site at www.watchguard.com/help/documentation. We include below the full text of the GNU General Public License.

To get the source code covered by this license, contact WatchGuard Technical Support at:

United States or Canada: 877.232.3531

All other countries: +1.360.482.1083

You can download the source code at no charge. If you request the material be sent to you on CD-ROM, there is a $35 charge for administration and shipping.

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